

E-01345A-16-0123

E-01345A-16-0036

ORIGINAL



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**Arizona Corporation Comm
Utilities Complaint Form**

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 4/3/2017

Opinion Number: 2017 - 139928

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 4/3/2017 11:27 AM

First Name: Harvey

Last Name: Gillis

Account Name: Harvey Gillis

Address:

City:

State:

Zip Code:

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

From: <<< REDACTED >>>

Arizona Corporation Commission

Sent: Monday, April 03, 2017 10:48 AM

DOCKETED

To: Trish Meeter <TMeeter@azcc.gov>

APR 5 2017

Subject: APS Exploitation of Consumers

DOCKETED BY

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2017 APR -5 A 11:03

Trish:

Thank you for taking my call this morning on APS' credit policies.

What I communicated on February 6, 2017, and never heard back from the commission on, was what I believe is the exploitation of utility customers by APS in regard to the payment due date, after which penalties and interest apply.

APS has a payment due date of only 14 days compared to an average of 26 days for eight other utility companies and consumer service companies. This two weeks of mandated time provides APS with two weeks of additional cash float at the expense of customers every month, or, a total of nearly 24 weeks of additional cash use from customers. For low income customers living month to month, this is not a small issue of coming up with payments two weeks early, not to mention the money APS makes on the cash float as we experience higher interest rates.

Of the eight member peer group, two local utility companies, Southwest Gas and City of Scottsdale (water) are respectively at 21 and 20 days for their payment due dates.

As a retired banking executive and a past member of two Finance & SEC national committees, I well understand the value of cash float. I suspect that APS has slipped this extra financial benefit for the company under the radar screen of the The ACC Utilities Division?

Sincerely,

Harvey Gillis

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Arizona Corporation Commission
Utilities Complaint Form

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Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 3/1/2017
Opinion Number: 2017 - 139347 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 4/3/2017 12:50 PM

First Name: Sherry **Last Name:** Ratner **Account Name:** Sherry Ratner
Address: <<< REDACTED >>>
City: Cornville **State:** AZ **Zip Code:** 86325
Home: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123

APS cares about stock going up not about restoring customer's power. I was without power for 13 hours. APS should not be granted any rate increases if they cannot take care of existing customers. APS should make extra money by charging extra to new communities. APS needs adequate personnel to service in a power outage. This should be a priority not how high stock goes up.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
3/1/2017	Trish Meeter	Telephone	Investigation
sent as complaint to company see 139346			
